

Privacy policy

Version 1.2, January 2019

Who am I?

I am Emily Troscianko, and operate as a recovery coach under my own name, and via the website hungerartist.org.

I take your privacy extremely seriously. I am aware that you are entrusting sensitive information to me, and I will do all I can to protect it. I will use all information about you in strict accordance with the law.

What information I hold about you

- Information submitted through my website when you use the contact form to provide details such as your name, email address, and comment or question.
- Information about your computer and about your use of hungerartist.org when you visit the site (including your IP address, country, search terms, links in and out, and page views).
- Information you provide when you email me directly.
- Information you share with me during the free initial Skype/FaceTime consultation and subsequent correspondence outside any formal coaching agreement.
- Information you share with me as part of the coaching process, via Skype/FaceTime, email, email attachments, Google Drive, or PayPal.
- See also the Wordpress cookies policy at <https://en.support.wordpress.com/cookies/> for details about the cookies stored by your browser when using these sites.

I use this information to:

- Respond to your messages
- Create a personalised coaching programme for you, including regular summaries of your progress
- Help track, analyse, and improve the services and information I provide to you and other people

Who will I share it with?

- Anyone you give me explicit permission to share it with.
- Anyone to whom I must disclose your personal data to comply with the law or in connection with legal proceedings; or to protect the rights, property, or safety of myself or others. Note that information you share with me, as your coach, is not

protected by the legal 'privilege' that a therapist or lawyer may have to refuse to disclose your information.

- In the case of data shared during the coaching process (not including free consultations), with the person I have designated to provide regular coaching review and debrief sessions. See the next section for more detail.

My professional development and personal wellbeing: Regular coaching review and debriefing

I take my own wellbeing seriously, not least because it affects the wellbeing of people I work with and support. To keep me safe, and to optimise how I learn and improve as a coach, my continuing professional development includes a regular review and debrief with a designated third party. In these sessions I may share some information about you, my coaching client, to help me address and process issues that may arise during coaching. This information will not include more detail than necessary to meaningfully outline the situation and help me understand and learn from it, and it will never make you personally identifiable.

Your rights

You have a right to obtain a copy of the personal data I hold about you. To do so please email me at hunger.artist.coaching@gmail.com. I may charge you a small fee to cover the cost of my time for providing this information.

What I will not do

- I won't share any information about you with third parties for any marketing or other purpose, except as required by law or in connection with legal proceedings.
- I won't share any information about you with your nominated emergency contact unless I have good reason to believe there is a tangible and immediate risk to yourself or someone else. In this case I will try to inform you before sharing the minimal necessary amount of data with your nominated emergency contact or a relevant professional.
- I won't keep your personal information for longer than I need to. I'll then delete it securely and safely.

How and where your data are stored

I will take notes by hand during our Skype conversations and will use these to generate email summaries and personal plans for you. The handwritten notes will be destroyed after the email summaries have been written. If you choose not to proceed with coaching after the initial free consultation, I'll delete your Skype contact details immediately, and will keep the email summary (and any subsequent correspondence)

for six months before permanently deleting it. Once coaching begins, information about you will be stored in password-protected form within Google Drive, in an individual password-protected folder on my Mac (with encrypted hard drive). The security of any online communication cannot be guaranteed, and the data I collect from you may be transferred to and stored somewhere outside the European Economic Area.

Changes to this policy

I will update this document with any material changes I make to this privacy policy in the future, and if you are working with me I will notify you that I have made changes.